

## **CALL FOR TENDER – PORTAL FOR THE VOICE OF THE WORKERS PROJECT**

**Advert Number: UHM/001/2013**  
**Ref: UHM/VOW/TENDER/001/2013**

*Tender Published on: 01.10.13*

*Original deadline: 11.11.13*

**Extended deadline: 22.11.13**

### ***Clarification Note N.3 – Technical Requirements and request for extension of deadline***

*Art. 11 Instructions to tenderer*

**Clarifications publication date: 13.11.2013**

Note: The clarifications are ordered on the basis of the date they were received by UHM and are indicated in red next to each question.

1. I understand that the submission deadline already got extended, however do you think you can extend the deadline by 2 weeks in order to finalise a proposal in line with requirements and subsequent clarifications?

The request cannot be accepted. The deadline for the submission is 22.11.13 at 10.00 am.

2. With reference to Clarifications published on 1st Nov 2013 “UHM should be in a position to select the hosting platform, whose costs would be covered by UHM budget”, can the contracting authority confirm that hosting platforms costs are outside the set budget of this tender?

3. Can the contracting authority confirm that the management of hosting server (OS updates/backups/ health checks etc.) is outside the scope of this tender?

4. With reference to the clause “Online training session which allow for video conferencing...” Page 51 – Level 3, can the contracting authority advice that such a requirement must handle two way real time communication between class members?

5. With reference Platform Technical Requirements – “Allow to run in hosted-environment with option to running on a local server” (Clause 1c page 51) would the contracting authority consider the integration of cloud based solutions/packages?

6. With reference to the clause “Provide Attendance management via mobile devices” (Clause 5l Page 52), can the contracting authority be more specific about this requirement? Is there a workflow that must be adhered to?

7. With reference to the clause “Easy to use and customisable reporting” (Clause 5g Page 52), can the contracting authority be more specific about this requirement? Is there a defined set of reporting requirements? Can this be a separate solution to the portal or this need to be integrated with portal?

8. With reference to the clause “Include APIs to allow for integration with other application” (Clause 6f Page 52), can the contracting authority be more specific about the required api? What kind of data/methods need to be exposed? Is it possible to be provided with a set of technical requirements?

9. With reference to the clause “Allow for submitting of support requests by course candidate to respective social bodies...”, can the contracting authority provide with a list of "Social Bodies"? Under which user levels these are categorised – Level 1 User, Level 2 User or Level 3 user? Will these be registered in the system, and if in the positive how? Do they need to be authenticated to see such support call? Is there a workflow or suggested procedure to follow when a support request is submitted? Considering that such requests are initiated by "Course candidates", can you mention the players/stakeholders that can participate in closing the "course candidate request"?

For questions 2, 3, 4, 5, 6, 7, 8, 9, reference shall be made to the Clarification Note N.1 published on 01.11.13 and Clarification Note N.2 published on 11.11.13 and available on the website [www.uhm.org.mt](http://www.uhm.org.mt).

Please note that no further requests for clarifications will be accepted by the Contracting Authority.